

## CybraryN™ KB Article

### Error 10562 from module BootUp Status

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#### Issue

When starting the CybraryN™ software, you receive error number **10562 from module Boot Up Status**.

#### Cause

Corruption of the **curuser.tmp** file, located in the local Windows or WINNT folder.

#### Solution

1. Log into Windows as the Administrator. Make sure that CybraryN™ software is not running.
2. **Right-click** on the Windows start button, select **Explore** and browse to the Windows or WINNT folder.
3. Browse to your **curuser.tmp** file.
4. Delete the curuser.tmp file.
5. Close Windows Explorer and open your CybraryN™ software.
6. Login with a valid barcode and then logout.

Your **curuser.tmp** file has now been recreated. You may now log back into Windows as the restricted user and continue use of your CybraryN™ software.